

# Enterprise Incident Report January 2013

As of 2/1/2013

## Agriculture and Food

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Agriculture and Food	Application Services	Danielle Hood	0 0	1 0	1 0	2 0
		Dustin Crump	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	2 0	1 0	3 0
	Application Support	Pavel Milyavskiy	0 0	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	1 0	1 0
	Capitol Hosting	Patrick Funk	0 0	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	1 0	1 0
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	2 2	0 0	2 2
		Eileen Dubach	0 0	2 2	0 0	2 2

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			High	Low	Medium	FCR Total
Agriculture and Food	Help Desk	Vicky Marrelli	0	2	0	2
			0	2	0	2
		<b>Assigned to Individual Total</b>	0	6	0	6
			0	6	0	6
	Metro B Help Desk	Todd Manning	0	1	0	1
			0	1	0	1
		<b>Assigned to Individual Total</b>	0	1	0	1
			0	1	0	1
	Metro C Help Desk	Ross Owen	0	0	1	1
			0	0	0	0
		<b>Assigned to Individual Total</b>	0	0	1	1
			0	0	0	0
	Metro D Desktop Support	Jon Hager	4	47	0	51
			4	46	0	50
		<b>Assigned to Individual Total</b>	4	47	0	51
			4	46	0	50
	Metro D Help Desk	Doug Brown	0	1	0	1
			0	1	0	1
		Matthew Earl	0	4	0	4
			0	2	0	2
		<b>Assigned to Individual Total</b>	0	5	0	5
			0	3	0	3
	Technical Lead/Project Manager	Martin Gonzalez	1	0	0	1
			1	0	0	1
		<b>Assigned to Individual Total</b>	1	0	0	1
			1	0	0	1
	Voice Operations	James Gifford	0	1	0	1
			0	0	0	0

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			High	Low	Medium	FCR Total	
Agriculture and Food	Voice Operations	Romanza Hamblin Sorensen	0 0	1 1	0 0	1 1	
		Assigned to Individual Total	0 0	2 1	0 0	2 1	
		Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
			Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		5 5	65 57	4 0	74 62	
	Customer Company Total		5 5	65 57	4 0	74 62	

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### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			High	Low	Medium	MIR Total
Agriculture and Food	Application Services	Danielle Hood	0 0	1 0	1 0	2 0
		Dustin Crump	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	2 1	1 0	3 1
	Application Support	Pavel Milyavskiy	0 0	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	1 0	1 0
	Capitol Hosting	Patrick Funk	0 0	0 0	1 0	1 0
		<b>Assigned to Individual Total</b>	0 0	0 0	1 0	1 0
	Enterprise Security	Bart Grant	0 0	1 1	0 0	1 1
		<b>Assigned to Individual Total</b>	0 0	1 1	0 0	1 1
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	2 0	0 0	2 0

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			High	Low	Medium	MIR Total
Agriculture and Food	Help Desk	Vicky Marrelli	0 0	2 0	0 0	2 0
		<b>Assigned to Individual Total</b>	0 0	6 0	0 0	6 0
	Metro B Help Desk	Todd Manning	0 0	1 0	0 0	1 0
		<b>Assigned to Individual Total</b>	0 0	1 0	0 0	1 0
	Metro C Help Desk	Ross Owen	0 0	0 0	1 1	1 1
		<b>Assigned to Individual Total</b>	0 0	0 0	1 1	1 1
	Metro D Desktop Support	Jon Hager	4 0	47 0	0 0	51 0
		<b>Assigned to Individual Total</b>	4 0	47 0	0 0	51 0
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0
		Matthew Earl	0 0	4 0	0 0	4 0
		<b>Assigned to Individual Total</b>	0 0	5 0	0 0	5 0
	Technical Lead/Project Manager	Martin Gonzalez	1 0	0 0	0 0	1 0
		<b>Assigned to Individual Total</b>	1 0	0 0	0 0	1 0
	Voice Operations	James Gifford	0 0	1 0	0 0	1 0

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			High	Low	Medium	MIR Total
Agriculture and Food	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		5 0	65 2	4 1	74 3
Customer Company Total			5 0	65 2	4 1	74 3

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## Agriculture and Food

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.  
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Agriculture and Food	Application Services	Danielle Hood	0 0.00	1 0.05	1 0.75	2 0.40
		Dustin Crump	0 0.00	1 5.98	0 0.00	1 5.98
		<b>Assigned to Individual Total</b>	0 0.00	2 3.01	1 0.75	3 2.26
	Application Support	Pavel Milyavskiy	0 0.00	0 0.00	1 0.07	1 0.07
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 0.07	1 0.07
	Capitol Hosting	Patrick Funk	0 0.00	0 0.00	1 0.29	1 0.29
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 0.29	1 0.29
	Enterprise Security	Bart Grant	0 0.00	1 3.51	0 0.00	1 3.51
		<b>Assigned to Individual Total</b>	0 0.00	1 3.51	0 0.00	1 3.51
	Help Desk	Brenda Treadway	0 0.00	2 0.00	0 0.00	2 0.00

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			High	Low	Medium	ATTIR Total
Agriculture and Food	Help Desk	Eileen Dubach	0 0.00	2 0.36	0 0.00	2 0.36
		Vicky Marrelli	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	6 0.12	0 0.00	6 0.12
	Metro B Help Desk	Todd Manning	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Ross Owen	0 0.00	0 0.00	1 2.48	1 2.48
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 2.48	1 2.48
	Metro D Desktop Support	Jon Hager	4 0.00	47 0.01	0 0.00	51 0.01
		<b>Assigned to Individual Total</b>	4 0.00	47 0.01	0 0.00	51 0.01
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		Matthew Earl	0 0.00	4 0.09	0 0.00	4 0.09
		<b>Assigned to Individual Total</b>	0 0.00	5 0.07	0 0.00	5 0.07
	Technical Lead/Project Manager	Martin Gonzalez	1 0.19	0 0.00	0 0.00	1 0.19
		<b>Assigned to Individual Total</b>	1 0.19	0 0.00	0 0.00	1 0.19



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			High	Low	Medium	ATTIR Total
Agriculture and Food	Voice Operations	James Gifford	0 0.00	1 0.27	0 0.00	1 0.27
		Romanza Hamblin Sorensen	0 0.00	1 0.40	0 0.00	1 0.40
		Assigned to Individual Total	0 0.00	2 0.34	0 0.00	2 0.34
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.59	0 0.00	1 0.59
		Assigned to Individual Total	0 0.00	1 0.59	0 0.00	1 0.59
	Assigned Group Total		5 0.04	65 0.19	4 0.90	74 0.22
Customer Company Total			5 0.04	65 0.19	4 0.90	74 0.22

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### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards.

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Agriculture and Food	Application Services	Danielle Hood	0 0	1 0	1 1	2 1
		Dustin Crump	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	2 1	1 1	3 2
	Application Support	Pavel Milyavskiy	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Capitol Hosting	Patrick Funk	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Enterprise Security	Bart Grant	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		Eileen Dubach	0 0	2 1	0 0	2 1

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			High	Low	Medium	MR Total
Agriculture and Food	Help Desk	Vicky Marrelli	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	6 1	0 0	6 1
	Metro B Help Desk	Todd Manning	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Help Desk	Ross Owen	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Metro D Desktop Support	Jon Hager	4 0	47 0	0 0	51 0
		Assigned to Individual Total	4 0	47 0	0 0	51 0
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0
		Matthew Earl	0 0	4 0	0 0	4 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Technical Lead/Project Manager	Martin Gonzalez	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Voice Operations	James Gifford	0 0	1 0	0 0	1 0

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			High	Low	Medium	MR Total
Agriculture and Food	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	2 0	0 0	2 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Assigned Group Total		5 0	65 2	4 1	74 3
Customer Company Total			5 0	65 2	4 1	74 3

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### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			High	Low	Medium	ATTR Total
Agriculture and Food	Application Services	Danielle Hood	0 0.00	1 0.07	1 5.32	2 2.70
		Dustin Crump	0 0.00	1 7.75	0 0.00	1 7.75
		<b>Assigned to Individual Total</b>	0 0.00	2 3.91	1 5.32	3 4.38
	Application Support	Pavel Milyavskiy	0 0.00	0 0.00	1 1.44	1 1.44
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 1.44	1 1.44
	Capitol Hosting	Patrick Funk	0 0.00	0 0.00	1 0.48	1 0.48
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 0.48	1 0.48
	Enterprise Security	Bart Grant	0 0.00	1 3.88	0 0.00	1 3.88
		<b>Assigned to Individual Total</b>	0 0.00	1 3.88	0 0.00	1 3.88
	Help Desk	Brenda Treadway	0 0.00	2 0.00	0 0.00	2 0.00

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			High	Low	Medium	ATTR Total
Agriculture and Food	Help Desk	Eileen Dubach	0 0.00	2 4.10	0 0.00	2 4.10
		Vicky Marrelli	0 0.00	2 0.00	0 0.00	2 0.00
		<b>Assigned to Individual Total</b>	0 0.00	6 1.37	0 0.00	6 1.37
	Metro B Help Desk	Todd Manning	0 0.00	1 0.00	0 0.00	1 0.00
		<b>Assigned to Individual Total</b>	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Help Desk	Ross Owen	0 0.00	0 0.00	1 2.60	1 2.60
		<b>Assigned to Individual Total</b>	0 0.00	0 0.00	1 2.60	1 2.60
	Metro D Desktop Support	Jon Hager	4 0.00	47 0.05	0 0.00	51 0.04
		<b>Assigned to Individual Total</b>	4 0.00	47 0.05	0 0.00	51 0.04
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		Matthew Earl	0 0.00	4 0.14	0 0.00	4 0.14
		<b>Assigned to Individual Total</b>	0 0.00	5 0.12	0 0.00	5 0.12
	Technical Lead/Project Manager	Martin Gonzalez	1 0.32	0 0.00	0 0.00	1 0.32
		<b>Assigned to Individual Total</b>	1 0.32	0 0.00	0 0.00	1 0.32

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			High	Low	Medium	ATTR Total
Agriculture and Food	Voice Operations	James Gifford	0 0.00	1 1.31	0 0.00	1 1.31
		Romanza Hamblin Sorensen	0 0.00	1 0.72	0 0.00	1 0.72
		Assigned to Individual Total	0 0.00	2 1.01	0 0.00	2 1.01
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.83	0 0.00	1 0.83
		Assigned to Individual Total	0 0.00	1 0.83	0 0.00	1 0.83
	Assigned Group Total		5 0.06	65 0.42	4 2.46	74 0.51
Customer Company Total			5 0.06	65 0.42	4 2.46	74 0.51

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### Detail

<b>INC000000614496</b>	Clark Burgess Help Desk	Application Eileen Dubach	Reporting Agriculture and Food	Gmail Low	Closed	TIR Missed: No TTR Missed: Yes	0.13 7.61
<b>INC000000630744</b>	Claudette Walcott Application Support	None Pavel Milyavskiy	None Agriculture and Food	None Medium	Closed	TIR Missed: No TTR Missed: No	0.07 1.44
<b>INC000000630814</b>	Jay Schvaneveldt Metro D Help Desk	Application Matthew Earl	Error Agriculture and Food	Novell GroupWise 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000630823</b>	Larry Lewis Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Gmail Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000630839</b>	Pat Nelson Voice Operations	Telecom James Gifford	None Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.27 1.31
<b>INC000000631387</b>	Larry Lewis Technical Lead/Project Manager	Application Martin Gonzalez	Error Agriculture and Food	Gmail High	Closed	TIR Missed: No TTR Missed: No	0.19 0.32
<b>INC000000631913</b>	Leonard Blackham Metro B Help Desk	Network Todd Manning	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000632663</b>	Donald Nerdin Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.05 1.20
<b>INC000000633129</b>	Bruce King Metro C Help Desk	Application Ross Owen	None Agriculture and Food	Gmail Medium	Closed	TIR Missed: Yes TTR Missed: No	2.48 2.60
<b>INC000000633316</b>	Mohammed Sharaf Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000633909</b>	Mark Martin Metro D Help Desk	Application Matthew Earl	Error Agriculture and Food	Microsoft Windows XP Professional Low	Closed	TIR Missed: No TTR Missed: No	0.11 0.20
<b>INC000000633977</b>	Rolf Larsen Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Toner/Fuser/Ink Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.23 0.88
<b>INC000000634686</b>	Pat Nelson Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000634690</b>	Larry Lewis Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	None High	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000634694</b>	Brett Gurney Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Incident Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
<b>INC000000634699</b>	Allyson Davis Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Internet Explorer Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00



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<b>INC000000634702</b>	Shirley Reynolds	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000634704</b>	Shirley Reynolds	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000634706</b>	Claudette Walcott	Application	Error	Adobe Reader	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000634708</b>	Amanda Bowthorpe	Application	Reporting	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000635002</b>	Danielle Mccaslin	Telecom	Voice Mail	Telephone	TIR Missed: No	0.40
	Voice Operations	Romanza Hamblin Sorensen	Agriculture and Food	Low Closed	TTR Missed: No	0.72
<b>INC000000635615</b>	Jack Wilkins	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro D Help Desk	Doug Brown	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000635773</b>	April Gardner	Application	Error	M86	TIR Missed: Yes	3.51
	Enterprise Security	Bart Grant	Agriculture and Food	Low Closed	TTR Missed: No	3.88
<b>INC000000635943</b>	Chris Crnich	Application	Error	Gmail	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000636523</b>	Stephen Ogilvie	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000636530</b>	LaJeanne Gilgen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000636531</b>	Gordon Brown	Application	Reporting	Internet Explorer	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000636532</b>	Linda Lewis	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000636533</b>	Carla Johnson	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000636912</b>	Curtis L Parker	Application	Error	Gmail	TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000637292</b>	Danielle Mccaslin	Network	Incident	None	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000637302</b>	Karen Parkes	Network	Password	Novell eDirectory	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00
<b>INC000000637306</b>	Karen Parkes	Application	Reporting	Gmail	TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low Closed	TTR Missed: No	0.00

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<b>INC000000637308</b>	Richard W Clark	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000637320</b>	Mitzi Hansen	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	
<b>INC000000637479</b>	Sara Lealos	None	None	None		TIR Missed: Yes	5.98
	Application Services	Dustin Crump	Agriculture and Food	Low	Closed	TTR Missed: Yes	7.75
<b>INC000000638066</b>	James Ong	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000638071</b>	Shelly Jensen	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000638073</b>	Amanda Bowthorpe	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000638076</b>	Samuel Lima	Application	Reporting	Microsoft Word		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000638078</b>	Cody Huft	Application	Reporting	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000638385</b>	Roger Rees	Application	Password	Utah Master Directory		TIR Missed: No	0.59
	Help Desk	Eileen Dubach	Agriculture and Food	Low	Closed	TTR Missed: No	0.59
<b>INC000000638801</b>	Sara Lealos	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000638807</b>	Earnest Heward	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000638811</b>	Bill Durler	Print/Copy/Scan/Fax	Toner/Fuser/Ink	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Closed	TTR Missed: No	0.00
<b>INC000000639580</b>	Larry Lewis	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Help Desk	Matthew Earl	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000639803</b>	Leonard Blackham	None	None	None		TIR Missed: No	0.75
	Application Services	Danielle Hood	Agriculture and Food	Medium	Resolved	TTR Missed: Yes	5.32
<b>INC000000640069</b>	Kelly Oneida	Application	Error	Google Chrome		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000640139</b>	Thayne Mickelson	Application	Reporting	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000640143</b>	Kathleen Mathews	Application	Reporting	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000640144</b>	Linnea Fletcher	Application	Reporting	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000640145</b>	Kelly Nelson	Application	Password	Cisco AnyConnect VPN Client		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000640147</b>	Tom Tippets	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000640148</b>	Leonard Blackham	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Resolved	TTR Missed: No	0.00
<b>INC000000640155</b>	LaJeanne Gilgen	Application	Error	Gmail		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000640159</b>	Leonard Blackham	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Resolved	TTR Missed: No	0.00
<b>INC000000640277</b>	Kathleen Mathews	Telecom	None	None		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000640828</b>	Leonard Blackham	Network	Incident	Novell eDirectory		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	High	Resolved	TTR Missed: No	0.00
<b>INC000000641474</b>	Rhonda Overman	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000641480</b>	William Boyce	PC/Laptop	Error	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000642370</b>	Larry Lewis	Application	Error	None		TIR Missed: No	0.29
	Capitol Hosting	Patrick Funk	Agriculture and Food	Medium	Resolved	TTR Missed: No	0.48
<b>INC000000642780</b>	Leonard Blackham	Mobile Devices	None	iPhone		TIR Missed: No	0.05
	Application Services	Danielle Hood	Agriculture and Food	Low	Resolved	TTR Missed: No	0.07
<b>INC000000642801</b>	Doug Pearson	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000642802</b>	Bill Hopkin	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000642901</b>	Sara Lealos	Telecom	Hardware	Telephone		TIR Missed: No	0.59
	Voice/Data/WAN Services	Mike Johnson	Agriculture and Food	Low	Resolved	TTR Missed: No	0.83
<b>INC000000643088</b>	Ronald Larsen	Application	Error	Gmail		TIR Missed: No	0.26
	Metro D Help Desk	Matthew Earl	Agriculture and Food	Low	Resolved	TTR Missed: No	0.38
<b>INC000000643578</b>	Doug Pearson	Application	Reporting	PGP		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00

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<b>INC000000643579</b>	Ronald Larsen	Application	Reporting	Gmail		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000643580</b>	Carla Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000643581</b>	Ronald Larsen	Network	Incident	Novell eDirectory		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000643584</b>	Gene Mecham	Network	Password	Utah Master Directory		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000643586</b>	Clint Burfitt	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000643587</b>	Kristopher Watson	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
<b>INC000000644333</b>	Carla Johnson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00